

1003404-00000000

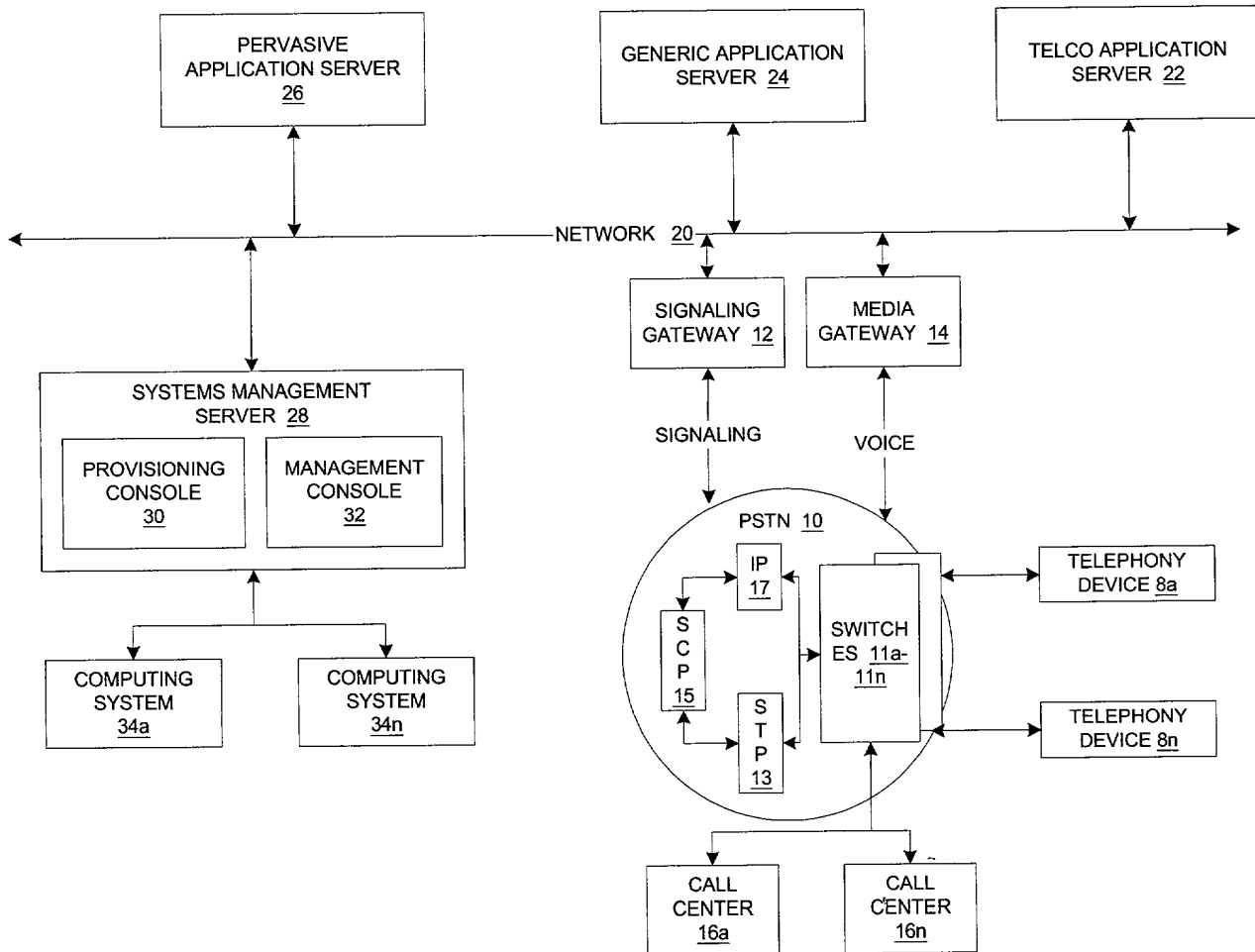


FIGURE 1

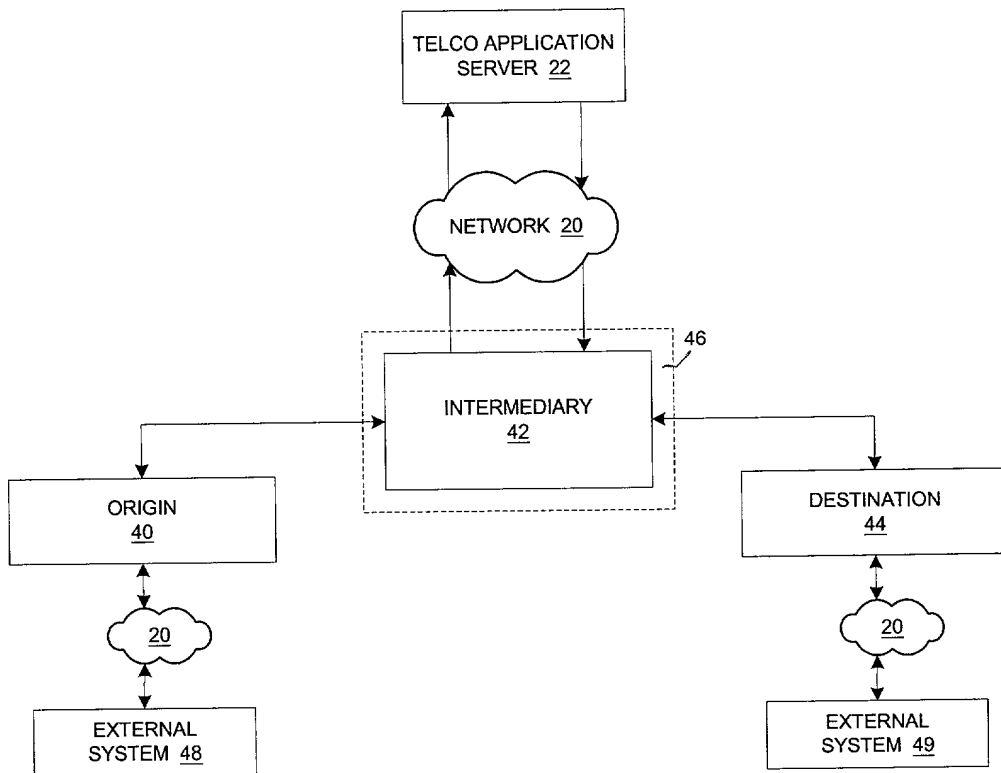


FIGURE 2

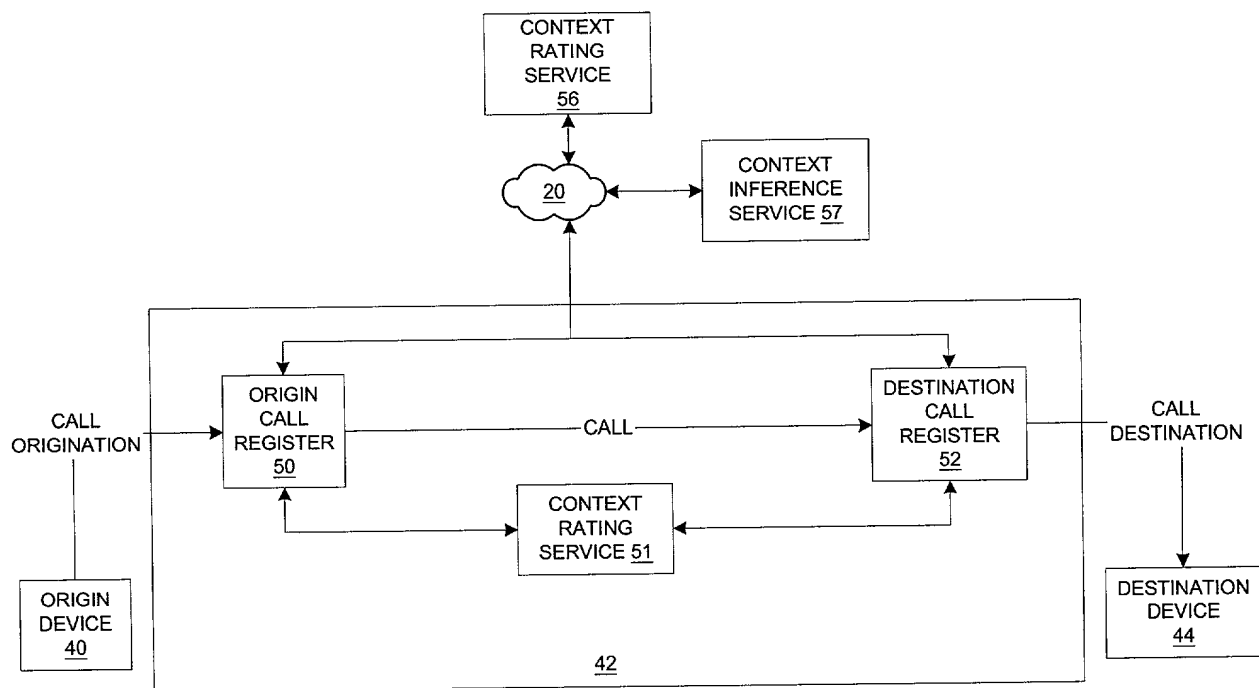


FIGURE 3

CALL CONTEXT 60	
CALLER	VID NAME : JANE SMITH VID ID: 333-00-2222
AT BUSINESS	XYZ TELEMARKETING
SUBJECT	PRODUCT C
CALLEE	RVID NAME : JON DOE RVID ID: 111-00-1111
AT BUSINESS	IBM AUSTIN

GENERAL RATINGS 62

CALLER RATINGS BY IBM
AUSTIN GROUP 64

CALLEE RATINGS OF
CALLERS 66

CONTEXT
RATING
SERVICE 56

CONTEXT BASED RATINGS 68			
CONTEXT		G	I
CALLER	JANE SMITH	+2	+1
AT	XYZ TELEMARKETING	+2	+3
SUBJECT	PRODUCT C	+1	0

FIGURE 4

10094034-00000000

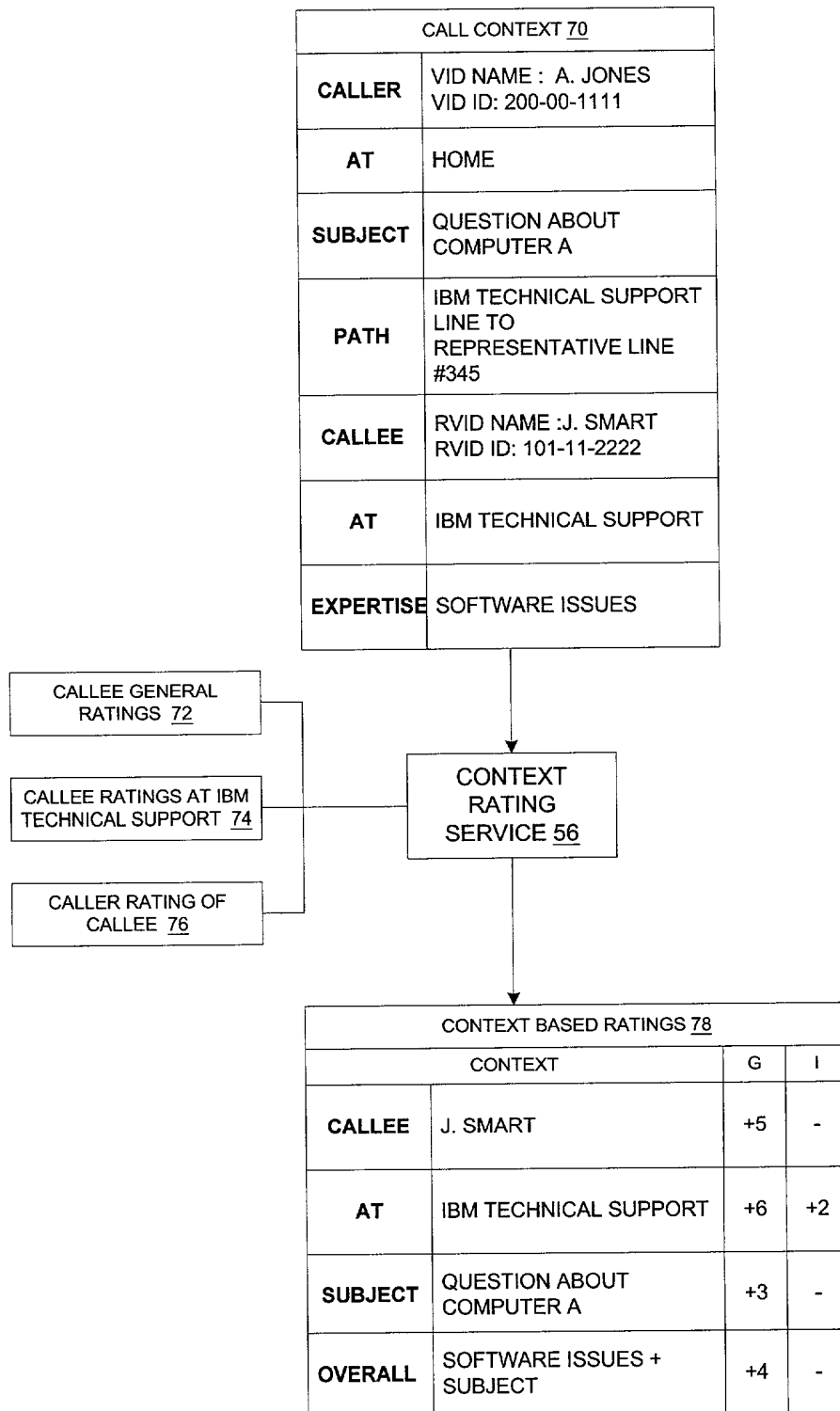


FIGURE 5

20031014 09:10

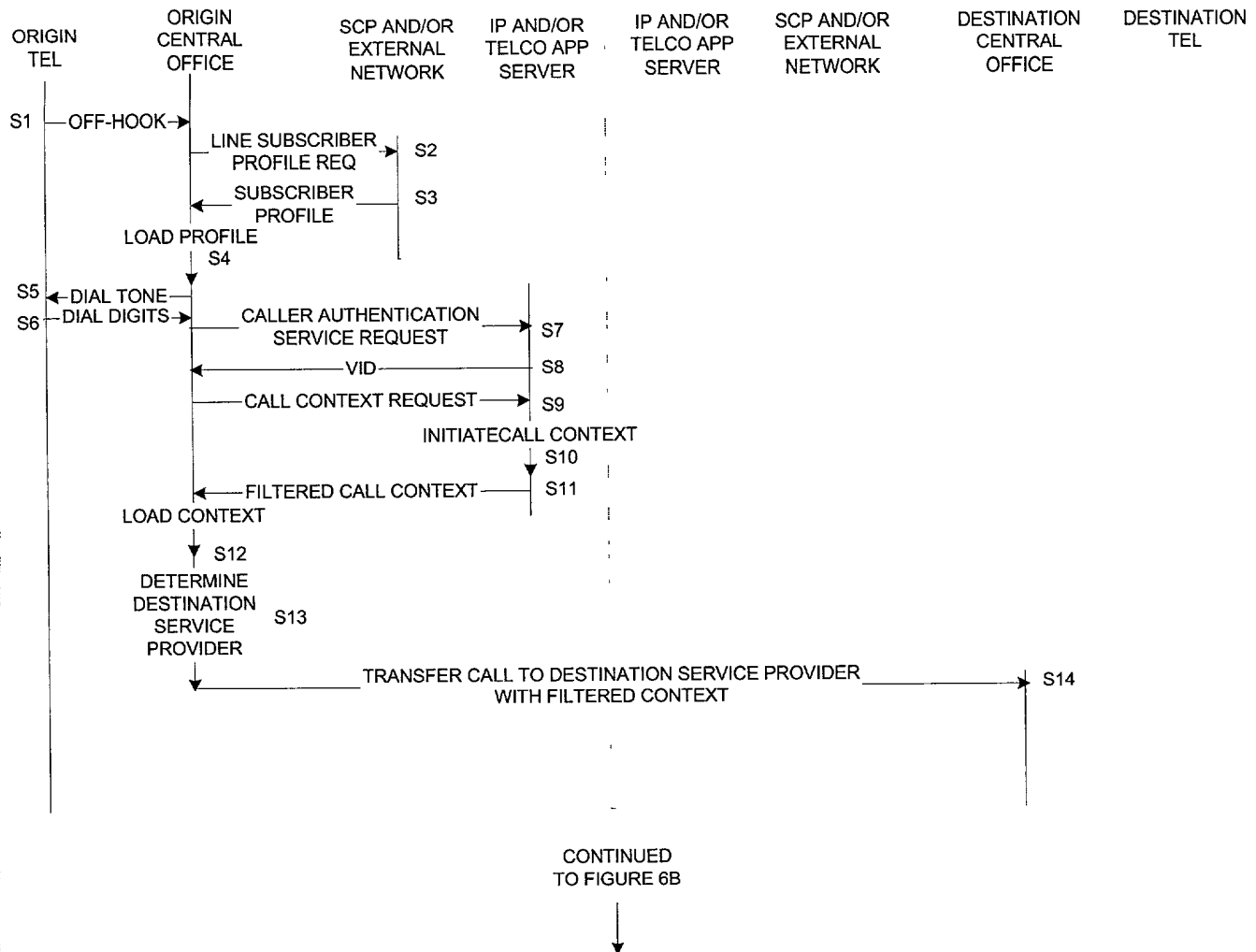


FIGURE 6A

CONTINUED
FROM FIGURE 6A

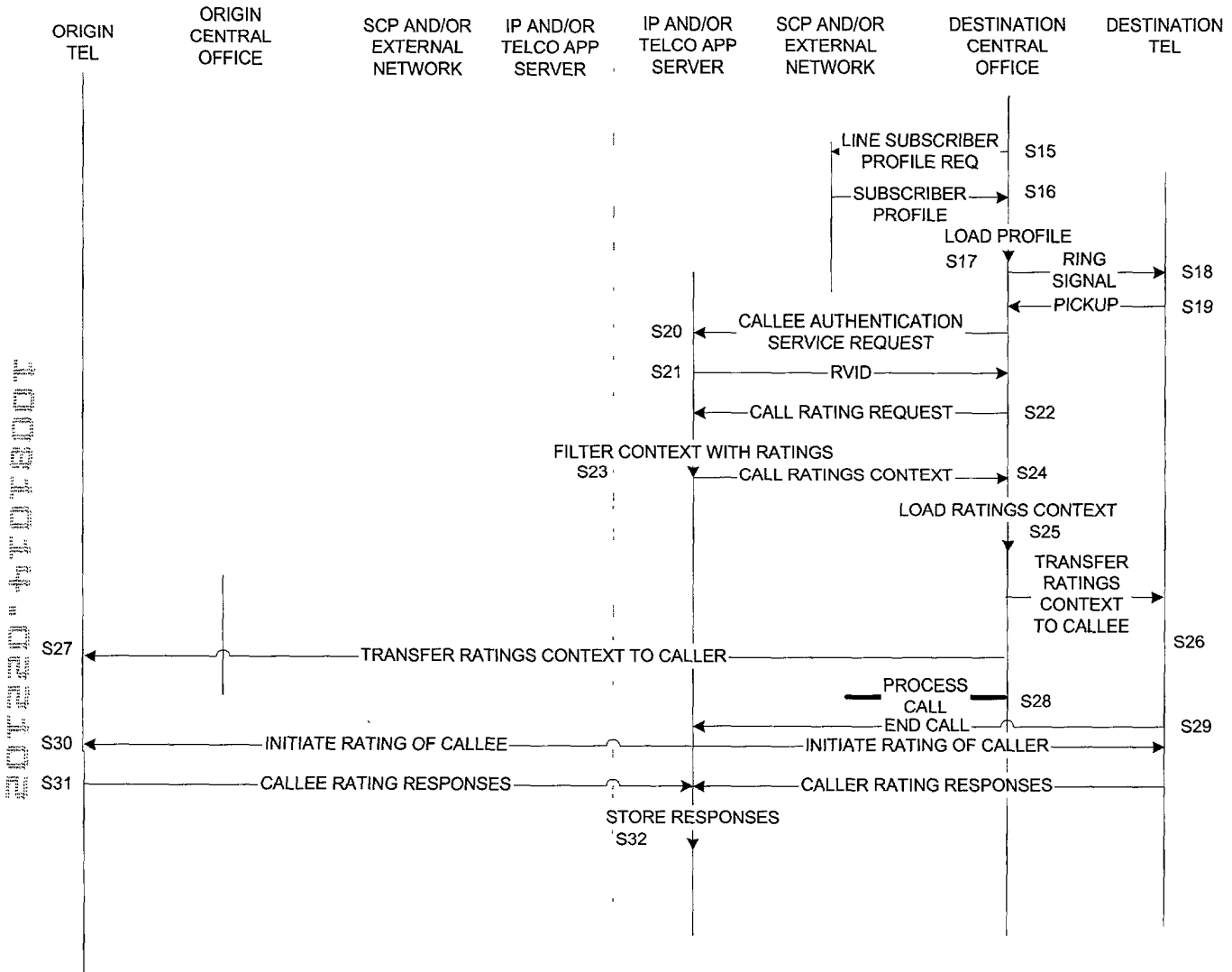


FIGURE 6B

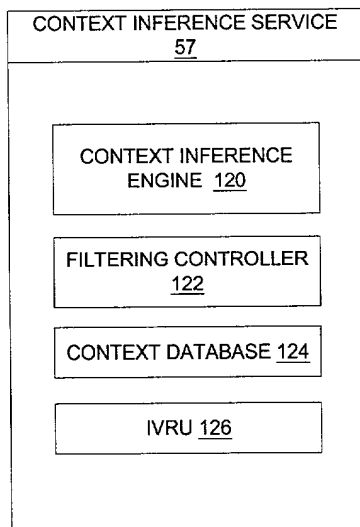


FIGURE 7

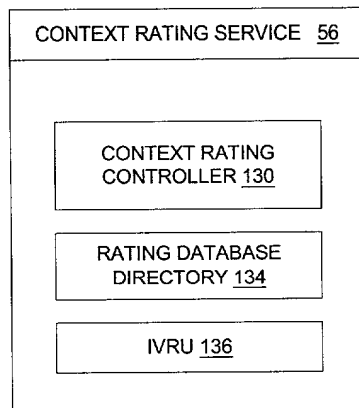


FIGURE 8

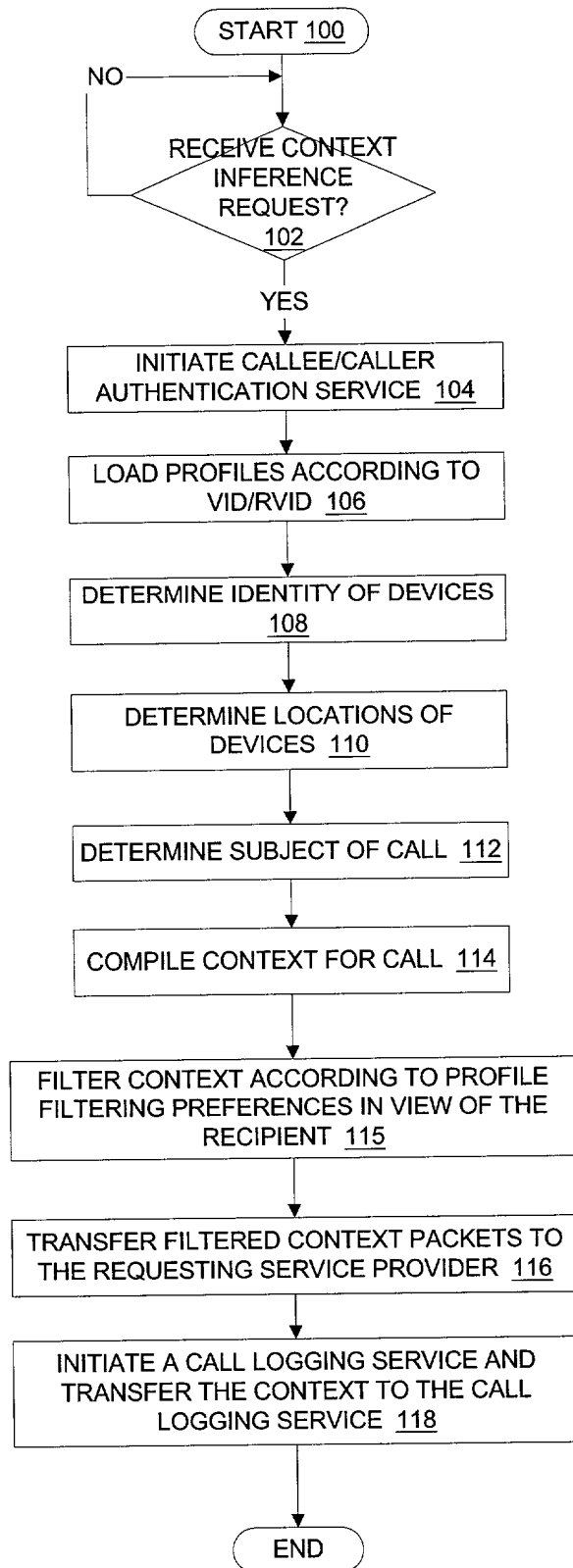


FIGURE 9

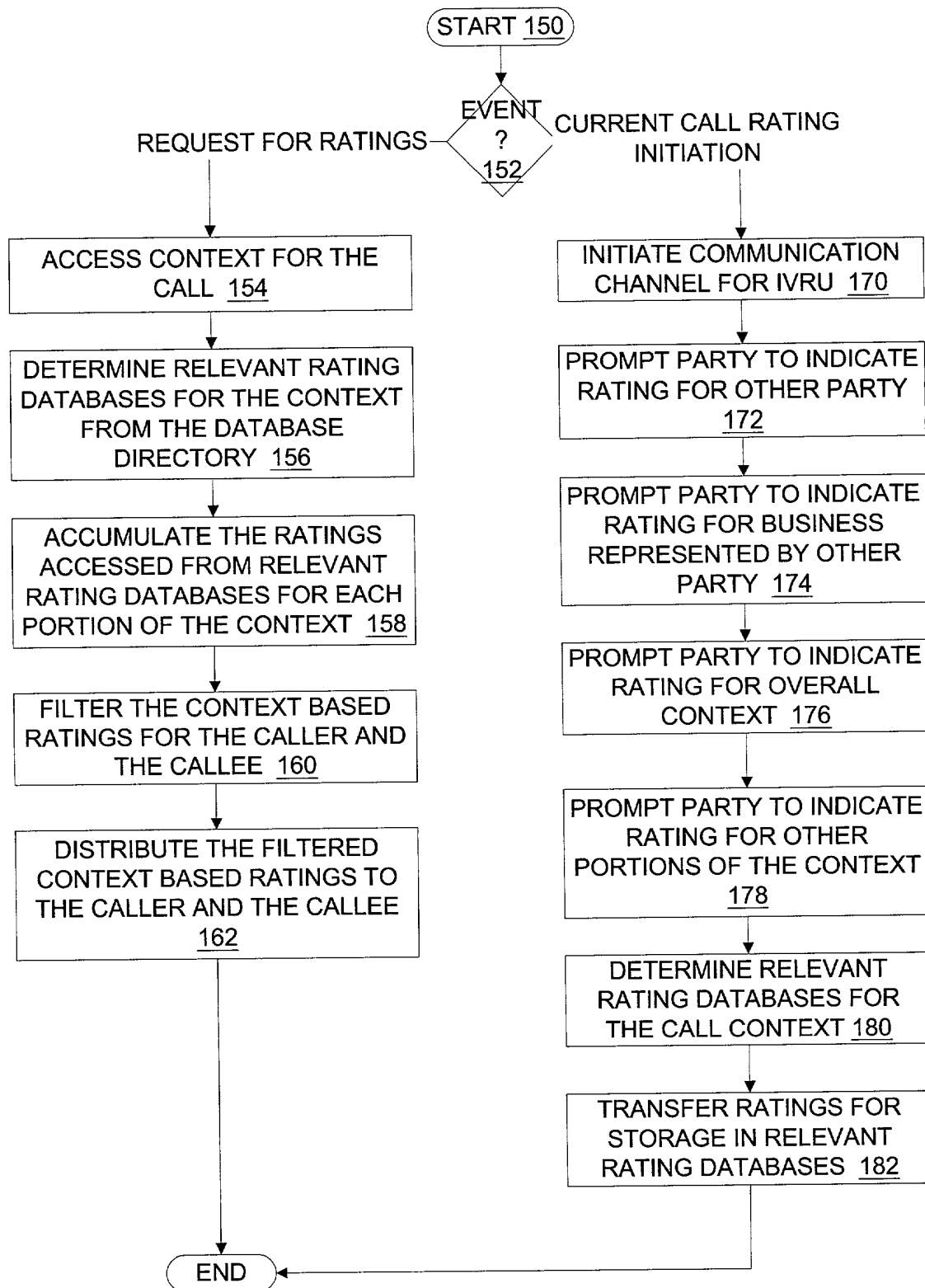


FIGURE 10